



## Members Code of Conduct

### 1. General

- 1.1 Through recognising, supporting and promoting excellence within the professional staffing solutions sector, APSCo provides client organisations, candidates and Government, with a recognised stamp of quality assurance and affords our members business intelligence, industry solidarity and a clear commercial advantage.
- 1.2 APSCo members shall at all times act in the best interests of the professional staffing industry and will not act in a way likely to bring the industry into disrepute.
- 1.3 APSCo members' conduct is to be regulated in accordance with this Code of Conduct and support is offered to all members in order to achieve compliance with these standards.
- 1.4 Any complaint that an APSCo member has breached the standards contained within this Charter shall be dealt with in accordance with the APSCo complaints procedure, which is available at [www.APSCo.org/complaints](http://www.APSCo.org/complaints)
- 1.5 In the event a complaint is made against an APSCo member, that member shall co-operate with any investigation of that complaint under the APSCo complaints procedure.
- 1.6 APSCo members shall provide reasonable assistance to any investigation under the APSCo complaints procedure, even if they are not the subject of that complaint.

### 2. Compliance with laws

- 2.1 APSCo members will ensure that they understand and comply with all of the relevant provisions of the 1973 Employment Agencies Act as amended, and the Conduct of Employment Agencies and Employment Businesses Regulations 2003 (the Conduct Regulations).
- 2.2 APSCo members will ensure that they comply with other relevant legislation relating to their business, including legislation relating to: equal opportunities, health and safety, taxation, data protection, telecommunications privacy.
- 2.3 APSCo Members will champion equality and diversity within the hiring process and shall not discriminate against candidates on any of the grounds prohibited by law (eg sex, race, disability, age, religious belief, sexual orientation, marital status). APSCo Members shall make reasonable adjustments to help applicants with disabilities as required by the Disability Discrimination Act 1996.
- 2.4 Members will comply with Home Office guidelines, to ensure that all PAYE workers supplied or introduced to Client Organisations are eligible to work in the UK.



### **3. Training staff**

- 3.1 APSCo members will ensure that the contents of this charter and the standards required of staff, are easily accessible and available to work seekers and Client Organisations.
- 3.2 Members will train their staff to ensure that they have the skills and information to reach the standards required by this charter. Such training shall include agency regulations, relevant legislation and market or skills understanding.
- 3.3 APSCo members agree to communicate the contents of this Charter and instruct all staff members to abide by its contents.

### **4. Recruitment processes**

- 4.1 APSCo Members shall ensure that they document all stages of their recruitment processes, recording the time and date of CV's sent, interviews arranged and the outcome of offers of employment or engagement.
- 4.2 APSCo members shall ensure that all advertisements and marketing for candidates comply with the Conduct Regulations
- 4.3 APSCo members will endeavour to place the candidates who best meet the client's reasonable and lawful requirements.
- 4.4 Members will only submit details of those work seekers who have given permission for their CV and personal data to be transmitted to an agreed or pre-discussed client organisation.
- 4.5 APSCo Members shall ensure that there is a clear understanding with the Client, as to who is responsible for each aspect of the recruitment process (eg interviews and obtaining references).
- 4.6 APSCo members must be willing, on request from a client company, to clarify what procedures are in place to verify the work seekers identity, experience and qualifications.

### **5. Clients**

- 5.1 APSCo members will not target employees of active clients for search purposes.
- 5.2 APSCo Members will treat all client information confidentially and the disclosure of information will be restricted to those parties that form part of the recruitment process.

### **6. Candidates**

- 6.1 Where the member has received a fee for placing a work seeker, members will not approach the work seeker with a view to placing the work seeker elsewhere; and will not accept an instruction from the work seeker to find work without confirmation in writing from the work seeker.
- 6.2 APSCo Members should make clear to work seekers at what stage references will be taken up and how they will be used. Only referees provided by the work seeker should be contacted, unless express permission from the work seeker is obtained to act otherwise.
- 6.3 APSCo Members shall use reasonable endeavours to keep work seekers informed of progress in finding them work and of any application for work the member is pursuing on their behalf. To that end, APSCo members shall agree with work seekers who is to initiate further contact.



